

POSITION PROFILE: Operations Supervisor at Phantom Screens Lower Mainland

Summary:

Reporting to the General Manager of Phantom Screens Lower Mainland, the Operations Supervisor is the leader of the Operations team; ensuring compliance with quality and service standards for installation across all product lines and sales channels (consumer and commercial) within the service territory. The Operations Supervisor ensures all activities of the Operations Team are completed in a timely fashion and within quality standards. The Operations Supervisor will teach new installers and dealers how to install Phantom products as necessary and will work directly with the public, installing Phantom products in residences or businesses; is required to travel extensively within the service territory in a company-provided vehicle and adhere to all scheduling requirements. As a member of the Phantom team, the incumbent is expected to consistently demonstrate, and encourage in others, the organization's core corporate values.

Structure:

Other positions reporting to the General Manager are those of Customer Experience Manager and Sales Manager.

Positions reporting to the Operations Supervisor include: Lead Installer, Installer and Warehouse Assistant (currently vacant).

Position Responsibilities:

(include, but are not limited to)

- Supervise the Operations Team in order to complete all tasks related to operations for the Distributorship.
- Undertake field installations of products as required within the territory.
- Resolve technical problems; receive and respond to all incoming technical inquiries; gather appropriate information, find solutions, and ensure timely customer follow-up.
- Develop, implement and maintain all installation instructional materials, training equipment, and procedures for the distributorship.
- Communicate regularly with the General Manager regarding perceived product modifications based on needs or market trends obtained through ongoing feedback.
- Develop, maintain, and communicate minimum quality standards related to the installation of Phantom's product lines, including the establishment of procedures and standards for permitted field modifications.
- Perform inspections on the quality of installations to ensure quality standards within the operations team.
- Assist with completion of inventory controls under the direction of the Bookkeeper for the Distributorship by counting and ordering materials, entering information into the database, and ensuring appropriate inventory levels are maintained.
- Ensure new dealers are fully conversant with Phantom products through the delivery of ongoing product knowledge training.
- Maintain a current knowledge of the position and participate in job-related training programs or associated personal development initiatives as required.
- Perform all other duties as assigned.

Corporate Values:

At Phantom Screens we value all of our employees. We are committed to providing a safe, harmonious, and respectful work environment and all employees are required to help us achieve this by practicing our core principles attached to this document.

Position Requirements:

- 5 years Construction, Mechanical or Technical hands-on Experience.
- Experience leading a team or clear aptitude for leadership
- A positive attitude and a genuine desire to provide exemplary customer focus
- Hands-on proficiency working with a variety of building construction tools as well as specific installation experience
- Ability to schedule and meet assigned deadlines
- Ability to develop and maintain positive and professional relationships with all internal and external contacts
- Detail oriented with strong communication skills
- A high degree of initiative and the ability to work with minimal supervision
- Valid driver's license and safe driving record

Academic Qualifications and Work Experience:

Five years experience working in a Construction, Mechanical or Technical and Hands-On job; Residential construction experience is preferred. Previous experience leading a team or a clear aptitude for leadership presented. Previous experience working with Phantom products or having worked in a related field is an advantage.